



DOLIR DIRECTIONS
ANNUAL REPORT 2002

TABLE OF CONTENTS

Better Workplaces for Better Workers	1
Using Technology – Connecting to You.	2
Improving Services – Working for You	3
Safe and Healthy Workplaces.	5
Efficiency Through Streamlining	7
Economic Security	8
Diversity in the Workforce and Purchases	11
Program Review	13
Financial Summary.	21

DOLIR DIRECTIONS

VISION

Be the nationwide leader in providing the best working environment for all Missourians.

MISSION

Be dedicated to providing safe and healthy workplaces and ensuring economic security for all Missourians.

VALUES

Leadership—Be the front-runner in administering state and federal laws regarding employer and employee rights and responsibilities.

Partnerships—Collaborate with federal, state and local partners and employers, other government agencies, communities and customers to provide the best environment for all who work in Missouri.

Accountability—Streamline programs and services to provide Missourians with exceptional service in the most cost-efficient manner.

Inventiveness—Provide the most innovative, creative and hassle-free services to Missouri citizens.

COMMITMENT

The Department of Labor and Industrial Relations is dedicated to administering programs that:

- ⇒ Provide a financial safety net for workers to offset the loss of a job due to injury or layoff;
- ⇒ Regulate wages for public works and construction projects;
- ⇒ Promote safe and healthy workplaces;
- ⇒ Enforce Missouri's anti-discriminatory statutes in the areas of housing, employment and public accommodations; and
- ⇒ Promote equal access and full participation in our society for all individuals with disabilities.

Over the past year, the Department has focused on performance measures that directly tie to our vision, mission and values. The following report provides a glimpse at the accomplishments and challenges of the Department in 2002. We look forward to working with customers to improve services and exceed their expectations in the years ahead.

Refer to pages 13 through 20 for a complete listing of all programs operating within the Department.

BETTER WORKPLACES FOR BETTER WORKERS

USING TECHNOLOGY

Telephone Hearings Make Unemployment Appeals' Process More Convenient for Claimants

Historically, unemployment appeals have been filed with employees in the Department's Regional Claims Centers (RCCs) across the state, which would then image them and forward them to the Jefferson City office. Appeals hearings would then be scheduled across the state and interested parties would be invited to attend the meetings. Claimants often could not find transportation or the financial means to attend the meetings. This situation, along with tight budget times for the state of Missouri, led the Department to develop a new, innovative way to conduct appeals hearings.

In the fourth quarter of 2001, the Unemployment Appeals' Section began work to convert appeals' hearings from in-person to telephone proceedings. Rules, regulations, brochures, subpoenas, and more, were redesigned to reflect the program changes. The method of scheduling hearings was computerized and each office received a new telephone system that allowed phone hearings to be conducted with two parties on the line at the same time. The system was fully implemented by February 2002.

The Appeals' Section now handles over 90 percent of unemployment appeals by telephone. This has allowed the Department to reduce employee travel costs significantly in the last 12 months. Hearing unemployment appeals by telephone has proven to be more cost efficient and convenient for both the Department and the claimants it serves.

Another Online Option Available for Unemployment Benefits

Unemployed Missourians have been able to file new and renewed unemployment claims through the Internet since December 2000. The Internet option has proven to be more convenient for customers, as well as more efficient for Department staff.

Beginning in May 2002, unemployed Missourians have the option of filing weekly unemployment claims through the Internet. Weekly unemployment claims are made after a new claim is filed, or an existing claim is reopened. This is required to claim weekly benefits. This new service allows customers another method of accessing the unemployment insurance system and expands the hours of service. The Internet weekly filing is available 24 hours a day, seven days a week with the exception of routine maintenance periods.

Co-Registration Process for New Employers Saves Time and Money

Putting customers first, the Departments of Labor and Industrial Relations and Revenue teamed up to create an "e-government" alternative for new employers to register for taxes. Since March 2002, new businesses may register online for withholding taxes, unemployment tax, sales tax, corporate/franchise tax, consumer's use tax and vendor's use tax on either department's web site. The two departments share the information submitted on the application, regardless of which web site is used.

Registering on the Internet saves new businesses time and money since they are no longer required to complete applications from multiple departments, or mail multiple applications that contain duplicate information. The joint application system has streamlined the process, enabling both departments to become more efficient and offer more convenient services to their customers.



CONNECTING TO YOU

IMPROVING SERVICES

State Board of Mediation Works to Help Carry Out Executive Order 01-09

In June 2001, Governor Bob Holden issued an Executive Order that sought to establish a good-faith negotiation framework between the state and labor organizations representing and seeking to represent state employees under the Governor's direct control.

The State Board of Mediation is charged with the responsibility of determining appropriate bargaining units of public employees, based on their community of interest.

As a result, the State Board of Mediation has received eight petitions regarding the representation of state employees, and has held three mail-ballot elections to determine if employees wanted changes in their representation.

The resulting changes in representation affected more than 8,000 state workers in eight different state government departments.

Fraud Unit's Workers' Compensation Investigations Lead To Convictions

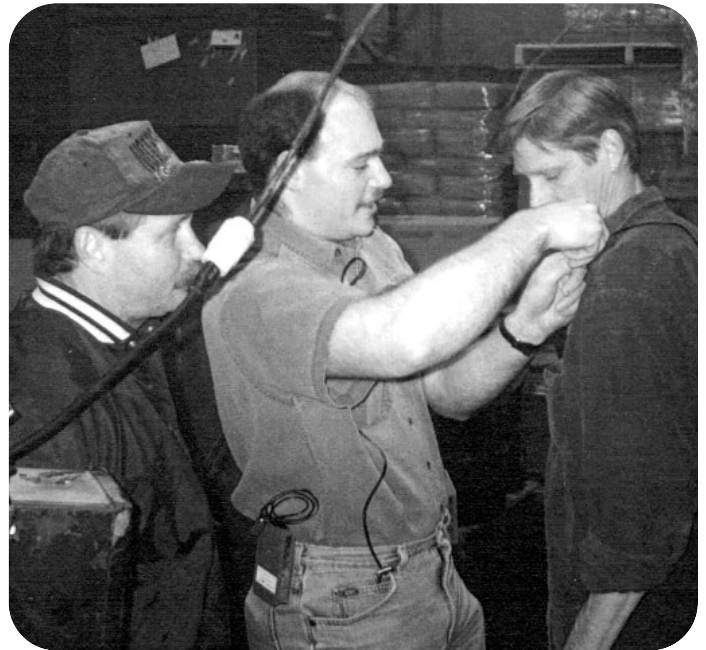
An essential role of the Department is to investigate allegations of workers' compensation fraud and noncompliance throughout Missouri. The Fraud and Noncompliance Unit investigates employees, employers, attorneys, insurers and physicians.

As a result of intense investigations, 37 Missouri employers and eight employees have been convicted of fraud or noncompliance with Missouri's Workers' Compensation Laws; resulting in fines over \$432,000.

Missouri On-Site Safety and Health Consultation Program conducts Nursing Home Outreach Training

Recently, the Occupational Safety and Health Administration (OSHA) placed greater emphasis on conducting inspections of nursing homes throughout the nation. Therefore, the Missouri On-Site Safety and Health Consultation Program, in conjunction with the Missouri League for Nursing, provided safety and health program management training to nursing home employees throughout the state of Missouri. Locations for the training included Jefferson City, Springfield, Sedalia, Cape Girardeau, St. Louis and Kansas City. A

total of 8,150 employees were affected by the training and 122 nursing homes were in attendance. Each attendee was able to earn six hours of continuing education credits through the Missouri League for Nursing. Nursing home administrators, licensed practical nurses and dietary managers were all eligible for the continuing education credits.



Better Legal Protection for Working Youth Passed During 2002 Legislative Session

On August 28, 2002, new revisions to the Missouri Child Labor Laws went into effect. Some of the changes included prohibition of door-to-door sales for anyone under the age of 16 (excluding school or organization sales such as Boy Scouts or Girl Scouts), improving protection for children by keeping records with personal information about them confidential, and clarification of outdated language in the statutes to allow everyone involved in the employment of youth to better understand their role in keeping our youth safe in their workplaces.

The new revisions will help the Department meet our goal of increasing the number of Missouri youth in safe and healthy workplaces.

WORKING FOR YOU

IMPROVING SERVICES



Speakers Bureau Helps Employers Get Information About Department Programs

In an effort to help Missouri businesses and their employees have the best and most current information about the Department's programs and services, the Department started a Speakers Bureau in April 2002.

Although the Department's various divisions have always offered a variety of seminars and training sessions to Missouri employers, the Speakers Bureau offers an easy way for business people to inquire about and arrange for someone from the Department to visit their company or conference and provide customized presentations on select topics such as human rights issues, workplace safety and health and sexual harassment, as well as basic information on the state's unemployment insurance and workers' compensation programs.

Information on how to reach the Speakers Bureau is provided on the Department's web site www.dolir.state.mo.us and in the quarterly employer newsletter, *Missouri's Workplace*.



Employment Security and Workers' Compensation Divisions Team Up to Protect Missouri Workers

In April 2002, the Divisions of Employment Security and Workers' Compensation developed a new, proactive initiative that helps ensure employees have workers' compensation coverage and their employers are providing them with the protection provided by the unemployment insurance program.

When the Division of Employment Security receives a complaint about a transient employer that is not meeting Missouri unemployment tax obligations, they contact the Division of Workers' Compensation's Fraud and Noncompliance Unit to make sure the company has workers' compensation coverage for employees. If not, an investigation is done to determine if the employer is violating Missouri workers' compensation law.

Between April 1 and June 30, 2002, 55 investigations were opened based on this system. In 31 of those cases, the employers were found to be in compliance with the law. Two were referred to the state Attorney General's office for prosecution. The remainder are still pending.

In addition, the Division of Employment Security compiles information on construction trade employers who meet the criteria that make them liable under Missouri law to carry workers' compensation insurance. This information is periodically compared with workers' compensation proof of coverage data to reveal those employers who are not providing the required coverage for employees.

Show-Me Loans Program Helps Disabled Missourians Purchase Assistive Technology

Show-Me Loans, Missouri's new, low-interest loan program was established in fiscal year 2002 to help disabled Missourians purchase assistive technology, make home access improvements and vehicle access modifications. The average interest rate paid by borrowers is less than four percent.

Ten loans totaling \$36,223 were provided in the program's first six months. One borrower made multiple home access improvements; two installed stairway lifts; six purchased digital hearing aids; and one purchased a specialized van wheelchair lift.

DOLIR PRIORITY

Goal: Reduce Job Related Accidents and Illnesses

Unsafe workplace practices endanger the health and safety of Missouri's workforce and can hinder the educational opportunities and development of working children.

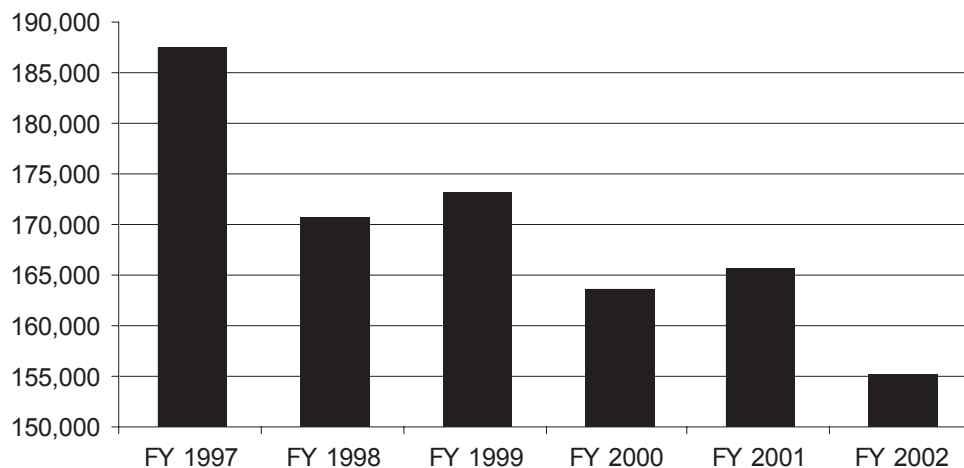
The Department offers three safety and health programs; Missouri's Workers' Safety, On-Site Safety and Health Consultation and Mine and Cave Safety Training and Inspection. The programs are designed to educate employers and employees about their workplace rights and responsibilities by providing workplace consultations and conducting educational trainings and presentations to employers and insurance companies.

There has been a significant reduction in workplace injuries in Missouri since reformed workers' compensation legislation was enacted in 1993. Injuries have dropped from a record high of 198,614 in fiscal year 1995 to 153,333* in fiscal year 2002, a 22.8 percent decline over the period. The magnitude of this decrease in workplace injuries is even more pronounced when taking into account the over nine percent increase in persons employed in Missouri, from 2.5 million in 1995 to nearly 2.7 million in 2002.

Such declines in workplace injuries translate into lower costs to employers for lost wages and medical care for the injured worker. Payments for Permanent Partial Disability, the benefit paid to injured workers who have experienced a permanent disability because of a workplace injury, declined nearly 12 percent between 1994 and 2000, recent years with the most complete data. A drop of 9.4 percent in temporary total disability (the replacement wage benefit paid to injured workers who miss work because of an injury) was seen over the same period.

*This number is subject to change based on reporting received after the end of the fiscal year.

NUMBER OF JOB RELATED ACCIDENTS AND ILLNESSES



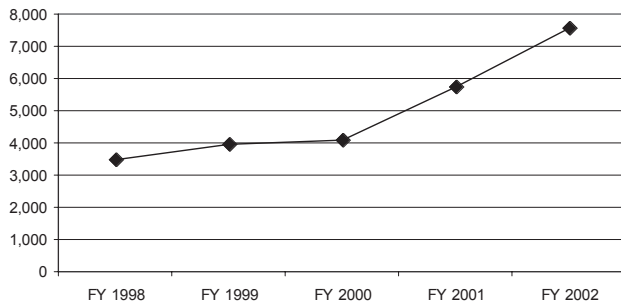
SAFE AND HEALTHY WORKPLACES

DOLIR PRIORITY

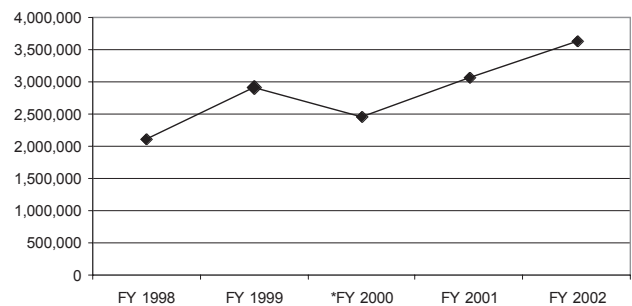
Workplace Safety

Missouri's workplaces became much safer in 2002 as a result of the safety programs offered through the Department. Over 7,500 workplace hazards were eliminated. The identification and elimination of these workplace hazards resulted in \$3.6 million of potential OSHA and MSHA fines and penalties being avoided by Missouri small business employers and mine owners.

Number of Workplace Hazards Eliminated



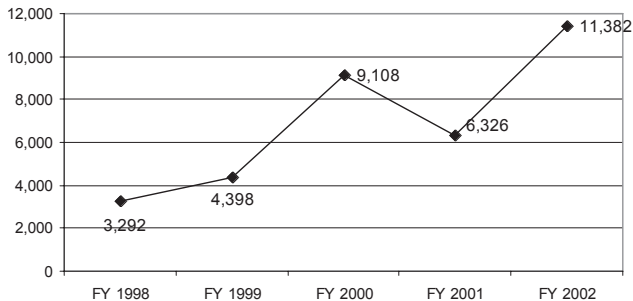
Dollar Amount of OSHA/MSHA Fines Avoided



Youth in the Workplace

Each year, many youth under the age of 18 are injured on the job. Last year, nearly 3,000 of Missouri's youth were injured seriously enough to file a workers' compensation claim. Since fiscal year 1998, over 37,000 child labor violations have been found. Correction of violations leads to more youth working in safe and healthy workplaces and provides for better achievement of educational goals.

Child Labor Violations



The Department investigated and resolved over 11,000 violations of Missouri's Child Labor Law in fiscal year 2002. In an effort to increase awareness of youth working in agriculture, the Department provided information to over 200 agriculture related organizations.

SAFE AND HEALTHY WORKPLACES

Goal: Increase Efficiency and Customer Satisfaction with Department Services

The Department constantly reviews how services are provided to customers. A strong emphasis is placed on planning, accountability and inventiveness. We strive to provide Missourians with exceptional service in the most cost efficient manner and innovative ways possible. As the use of technology continues to increase, the Department will provide additional services to customers through the Internet.

Unemployment Insurance (UI) Internet Claims Filing

In December 2000, the Department went online with its UI Internet Claims Filing System. This system was enhanced in May 2002 by adding the capability to allow individuals to file weekly UI claims on the Internet. This feature is available 24 hours a day, seven days a week for added convenience to claimants. This enhancement gives UI customers additional options in filing new, renewed, reopened and weekly claims and is a factor in reducing customer abandonment of telephone calls to the Regional Claims Centers (RCCs).

Online Business Tax Registration

New Missouri businesses can now register for withholding tax, unemployment tax, sales tax, corporate/franchise tax, consumer's use tax and vendor's use tax at the same time. The Department's Division of Employment Security and the Missouri Department of Revenue have developed a combined Internet registration process allowing individuals and companies who conduct business or employ workers in Missouri to register with both agencies at once. This process became available to the public on March 4, 2002, and as of June 30, 2002, the Division of Employment Security had received 704 business registrations via the Internet. Of those received, approximately 150 registrations met or exceeded the liability thresholds and have been established as liable Missouri employers. The online registration can be found at <http://dor.state.mo.us/tax> or <http://dolir.state.mo.us/es>.

Online Business Tax Reporting

To help provide better service to its employer customers and improve operational efficiency, the Department's Information Systems Section and the Division of Employment Security Contributions Sections have begun rewriting the existing automated tax programs. This multi-year project is to be implemented in three phases: 1) collections; 2) initial registration and liability functions; and 3) tax accounting functions. The Contributions Sections are also in the initial planning

stages of developing an Internet system for employers to file their quarterly contribution and wage reports and pay their tax due.

Electronic Submission of Workplace Injury Reports

The efficiency of electronic transmission of required workers' compensation injury reports gives the filer a more cost effective and consistent method to communicate with the Division of Workers' Compensation. In fiscal year 2002, the Division increased the participation of insurance companies and self-insured employers using Electronic Data Interchange (EDI) to 29, including Liberty Mutual, Kemper, Aetna, Missouri Employers Mutual, Travelers and Ford Motor Company. Five additional companies are in testing for EDI filing. By the end of fiscal year 2002, 55.3 percent, or 84,817, of all Reports of Injury were filed through EDI. This is over a 13 percent increase from the previous fiscal year.

New Fraud and Noncompliance Investigative Programs

To ensure employers have an economically level playing field and employees have benefits in the event of a work-related injury, the fraud and noncompliance unit created a data-mining program. This program allows the unit to query in the Division's data base employers by job type and specific areas within the state. This has enabled the unit to identify noncompliant employers and ensure they provide workers' compensation coverage for their employees.

On-line Oral Argument Dockets

The Labor and Industrial Relations Commission added oral argument dockets for all workers' compensation, unemployment insurance, crime victims' compensation and prevailing wage appeal cases to its web site www.dolir.state.mo.us/lirc. Posting of the on-line dockets will save the Commission mailing costs and parties will have immediate access to an up-to-date oral argument schedule.

DOLIR PRIORITY

Goal: Increase Financial Security for Families of Unemployed, Injured Workers and Victims of Crime

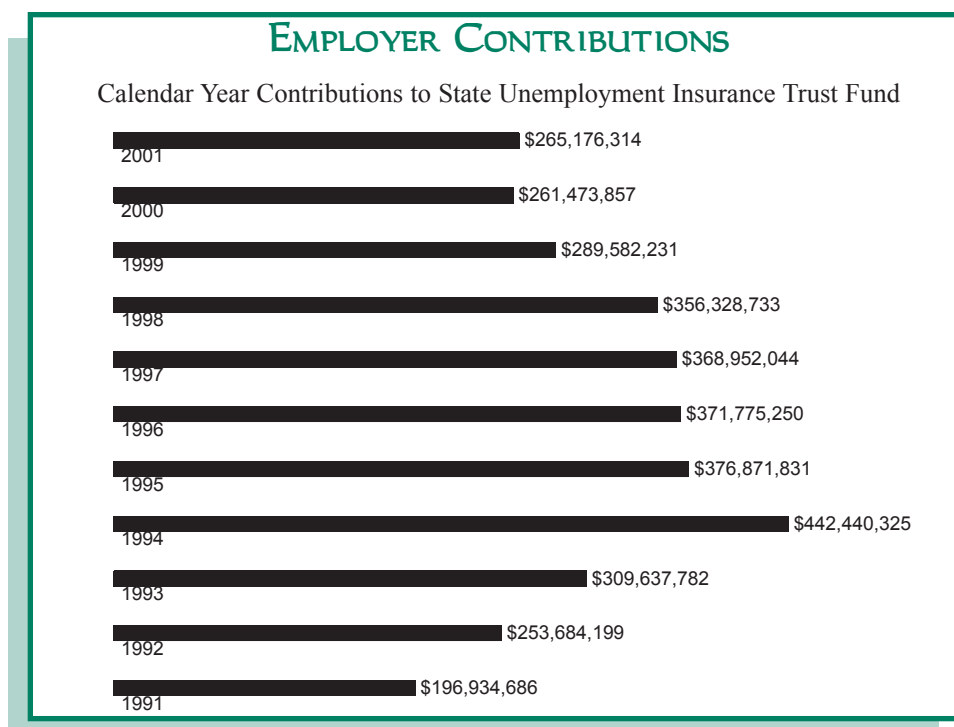
Collection of Unemployment Insurance (UI) Contributions

The Division of Employment Security ensures employers accurately classify their workers, report workers' wages and pay the correct amount of unemployment taxes (contributions) on a timely basis. One outcome of accurate and timely wage reporting is more prompt payment of unemployment benefits to eligible claimants.

During fiscal year 2002, there was a slight increase in the number of liable employers in the state from 128,773 in fiscal year 2001 to 129,686 in fiscal year 2002. In the administration of the UI laws, the contributions staff was successful in establishing 14,977 new employer accounts, inactivating 11,181 accounts and transferring 4,319 accounts. The staff successfully dealt with approximately 3.2 million wage items (employees) reported by employers each quarter.

The Division accounted for \$244,546,269 in contributions collected from the state's liable employers. Interest, penalties, reimbursement from federal UI programs for ex-military personnel and United States government employees and certain other programs brought the total receipts to \$304,110,573 deposited into Missouri's Unemployment Compensation Trust Fund.

Several other objectives were realized as a result of proactive strategies within the Contributions Sections. The Division actively collected \$32,174,250 in delinquent employer accounts. A total of \$45,997,497 in interest earnings was timely credited to the Unemployment Compensation Trust Fund from the United States Treasury. According to the latest available figures, the DES deposited 99.92 percent of all contributions within three days of receipt.



The Contributions Field staff conducts compliance audits of active contributory employers. Quality compliance audits and conformity in employer reporting offers a competitive market for business when all employers pay an equitable share of the contributions to the Unemployment Compensation Trust Fund. Federal performance guidelines for tax compliance audits are set at two percent of active, contributory employers each year to measure the accuracy of reporting workers' earnings for calculating unemployment benefits. An objective of the Division has been to exceed this performance standard. In fiscal year 2002, Contributions Field staff conducted 3,464 audits or 2.7 percent of the state's active, contributory employers.

ECONOMIC SECURITY

DOLIR PRIORITY

Payment of New and Weekly UI Benefits

The prompt payment of unemployment insurance (UI) benefits to eligible claimants is a primary objective for the Department. In fiscal year 2002, 86.9 percent of first benefit payments were made within 14 days of the end of the first compensable week.

UI Wages and Benefits

Calendar Year	Average Weekly Wage	Average Weekly Benefit
1999	\$ 571.39	\$ 168.82
2000	\$ 598.95	\$ 180.86
2001	\$ 618.04	\$ 195.05

As a result of the downturn in the economy, the RCCs have experienced an increase of 53,295 UI claims in fiscal year 2002 over fiscal year 2001. The number of initial claims filed for the period of October 2001 through June 2002 rose 9.6 percent when compared to October 2000 through June 2001. The total number of new claims filed through the RCCs in fiscal year 2002 was 439,898, which is a 12.6 percent increase compared to fiscal year 2001. Of those workers filing a claim, 82.6 percent met the earnings requirements to establish monetary eligibility. Most claimants can file their weekly claims, without the cost of postage, by telephone using the Interactive Voice Response (IVR) system. Claimants filed 3,382,626 weekly claims in fiscal year 2002 and the Division of Employment Security paid a total of \$620,562,667 in unemployment benefits.

Review of UI Benefits Claims

The claimants who meet the earnings requirements for a UI benefits claim are subject to non-monetary provisions of the law relating to job separation and eligibility criteria while claiming unemployment benefits. Job separations for reasons other than a lack of work (quits, discharges, etc.) or refusals of suitable work will raise an issue that must be examined for potentially disqualifying information.

The staff at the RCCs undertook investigations in fiscal year 2002 that resulted in 308,182 determinations being issued. The claimant was disqualified or denied benefits for one or more weeks in 63.5 percent of the cases requiring investigation.

One goal is to make claims taking more efficient for the Division and more accessible for claimants. By using the telephone or utilizing the Internet option to file unemployment claims, claimants no longer have to drive many miles to an office to file a claim and potentially wait for a long period of time before being served by a staff member. In fiscal year 2002, the RCC's answered 471,591 calls relating to the filing of an initial claim. This reflects an 11 percent increase compared to the previous year. During the same time, the RCC's answered an additional 516,898 informational calls. This brings the total number of calls answered to 988,489.

Unemployment Insurance Appeals

The Department's Appeals section provides due process hearings for all appeals arising under the basic programs of unemployment insurance benefit entitlement and tax liability as well as special programs such as Disaster Unemployment Assistance, extended benefits, Trade Readjustment Assistance and other related programs. In

UNEMPLOYMENT INSURANCE CLAIMS AND BENEFITS

Calendar Year	First Payments	Weeks Compensated	Benefits Paid (\$000)	Average Weekly Benefit	Average Duration (Weeks)	Rate of Exhaustion of Benefits	Reserves Dec. 31 (\$000)
1998	140,361	1,760,680	277,814	\$ 157.84	13.0	24.9%	491,037
1999	132,144	1,725,419	291,236	\$ 168.82	13.6	26.3%	509,780
2000	137,426	1,800,952	325,707	\$ 180.86	13.6	26.9%	459,192
2001	174,153	2,441,813	476,282	\$ 195.05	14.0	28%	262,830

ECONOMIC SECURITY

DOLIR PRIORITY

fiscal year 2002, the Appeals section made disposition of 27,607 appeals cases. The goal is to provide a decision for at least 60 percent of the appeals within 30 days of the filing of the appeal. In fiscal year 2002, 62.80 percent of appeals were processed within this time period. This is a 21 percent improvement over fiscal year 2001.

In order to provide more prompt hearings and decisions to the parties, to reduce costs, and to provide a more convenient forum for the parties, the decision was made to schedule hearings by telephone rather than in-person unless otherwise requested. Since the implementation, more than 90 percent of the hearings each month have been conducted by telephone. Changes in procedures, regulations, equipment and methods were necessary to implement the changeover.

Highest Administrative Appeals

Appeals of unemployment insurance referees' decisions on unemployment tax and benefits cases are heard by the Labor and Industrial Relations Commission. In fiscal year 2002, the Labor and Industrial Relations Commission received 650 workers' compensation related appeals cases and just over 3,000 unemployment

insurance appeals cases to review. The Commission continues to handle these cases in an expeditious manner since decisions directly impact the economic security of these individuals.

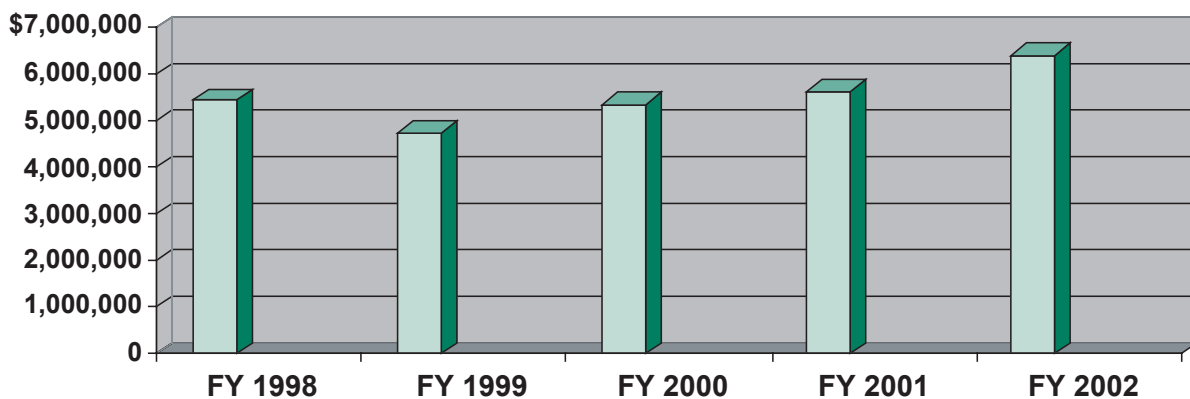
Assistance for Victims of Crime

The Department assists persons who have sustained bodily or psychological injury as a result of a violent crime. Financial support is paid for medical, counseling and funeral expenses and lost wages.

In fiscal year 2002, the Crime Victims' Compensation Program experienced record-breaking compensation awards. This was due in large part to a statutory change that increased the maximum compensation payments to victims of crime that occurred after August 28, 2001. In addition, a \$50 deductible from victims and their families was removed. The Department paid over \$6.4 million to victims during fiscal year 2002 and received nearly 3,000 claims.

A goal of the Crime Victims' Program is to process cases in a timely manner. In fiscal year 2002, the average number of days to process a claim from the day it was received was 37, the lowest in the program's history.

CRIME VICTIMS' COMPENSATION PAYMENTS



ECONOMIC SECURITY

DOLIR PRIORITY

Goal: Increase Equal Access to Services and Jobs

The Missouri Commission on Human Rights and the Governor's Council on Disability are committed to diversifying Missouri's workforce to reflect the diversity of Missouri's citizens, enforcing anti-discrimination laws and promoting equal access to services, housing and jobs. These programs provide education and outreach regarding rights and responsibilities under the Missouri Human Rights Act and the Americans with Disabilities Act (ADA).

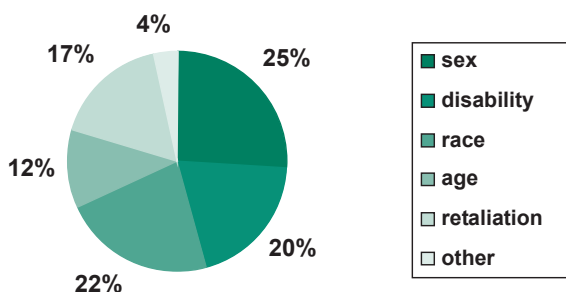
Since the Department promotes a proactive approach to diversity, it has developed a well-designed education and outreach program geared to employees, employers, businesses, housing providers, tenants and schools.

In fiscal year 2002, over 4,200 people received training in the following areas: sexual harassment prevention, cultural sensitivity, disability awareness and age discrimination.

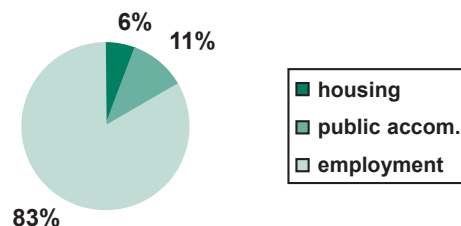
In fiscal year 2002, the Missouri Commission on Human Rights received over 14,000 inquiries about filing a complaint. Many were referred to other local, state or federal agencies. During the same period, 1,964 complaints were actually taken, 1,960 complaints were closed, and the Commission had received \$1,336,909 in settlements for complainants. Case processing time for investigations currently averages 198 days on 90 percent of the cases. This is a three percent decrease from the previous fiscal year.

The following charts show a percentage breakdown of the types of cases received and the decisions issued by the Commission for fiscal year 2002.

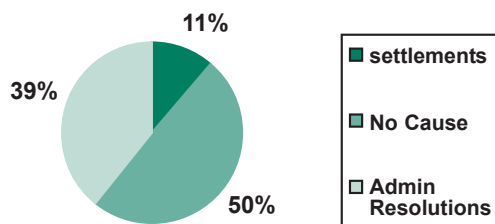
TYPES OF DISCRIMINATION CASES FILED



WORKLOAD BREAKDOWN



TYPES OF DECISIONS ISSUED



The Missouri Assistive Technology Council has worked since 1993 to increase access to assistive technology for Missourians with disabilities. Missouri's Telecommunications Access Program (TAP) provides devices such as text telephones, amplified phones and hands free phones. TAP for Internet provides alternative keyboards, screen enlarging and screen reading software for those who need it.

Missouri is the first and only state in the nation with a telecommunication equipment program that includes adaptive devices need for Internet access. Missouri was recognized this year by the American Foundation for the Blind for development of this groundbreaking program.

A total of 8,801 adaptive devices were provided in fiscal year 2002, a 40 percent increase over the previous year.

Adaptive Devices Provided

Fiscal Year	Telephone	Internet
1999-2000	2,847	--
2000-2001	6,070	224
2001-2002	8,114	687

The Department also supports minority and women owned businesses in Missouri. In fiscal year 2002, we challenged ourselves to secure over 23 percent of agency purchases from these certified vendors.

DIVERSITY IN THE WORKFORCE AND PURCHASES

Labor and Industrial Relations Commission

3315 West Truman Boulevard

PO Box 599

Jefferson City, MO 65102-0599

Telephone: (573) 751-2461

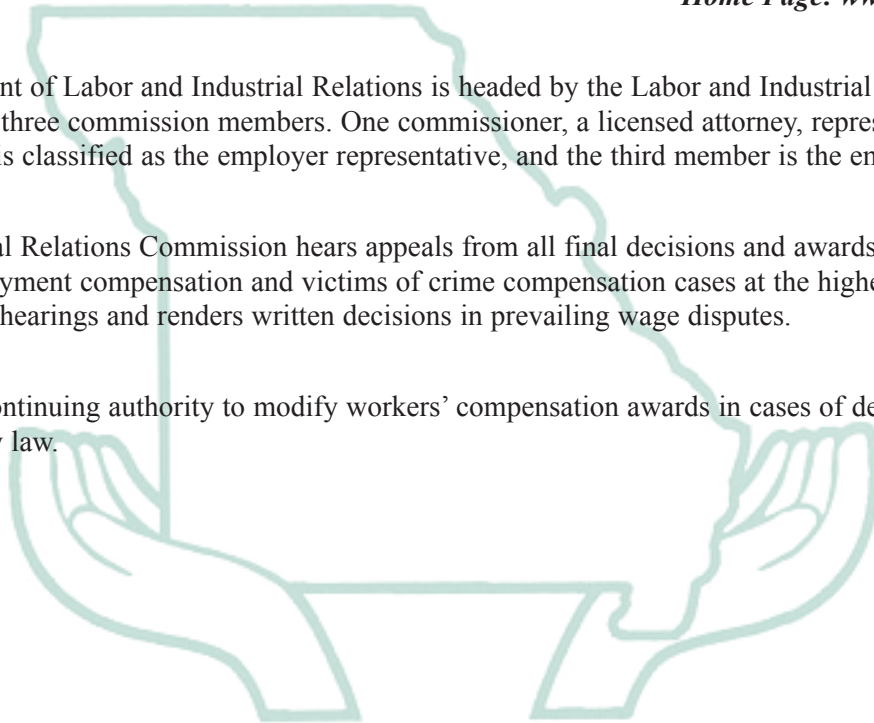
Fax: (573) 751-7806

Home Page: www.dolir.state.mo.us/lirc

The Missouri Department of Labor and Industrial Relations is headed by the Labor and Industrial Relations Commission. There are three commission members. One commissioner, a licensed attorney, represents the public. Another commissioner is classified as the employer representative, and the third member is the employee representative.

The Labor and Industrial Relations Commission hears appeals from all final decisions and awards in workers' compensation, unemployment compensation and victims of crime compensation cases at the highest administrative level. The Commission holds hearings and renders written decisions in prevailing wage disputes.

The Commission has continuing authority to modify workers' compensation awards in cases of death or permanent disability, as allowed by law.



Division of Labor Standards

3315 West Truman Boulevard

PO Box 449

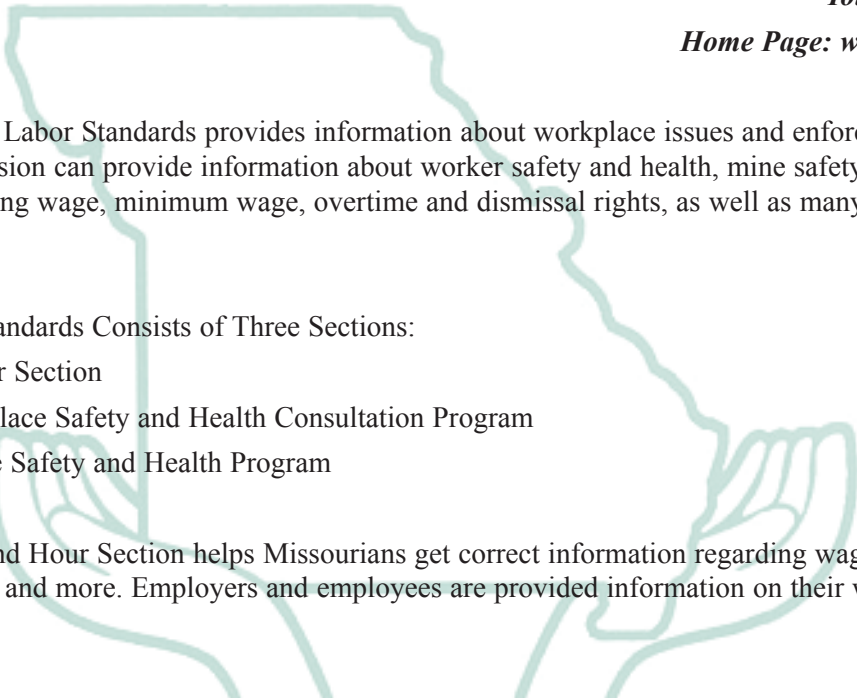
Jefferson City, MO 65102-0449

Telephone: (573) 751-3403

Fax: (573) 751-3721

Toll-free: (800) 475-2130

Home Page: www.dolir.state.mo.us/lr



The Missouri Division of Labor Standards provides information about workplace issues and enforces certain labor laws within the state. The Division can provide information about worker safety and health, mine safety, complying with laws about child labor, prevailing wage, minimum wage, overtime and dismissal rights, as well as many other general workplace issues.

The Division of Labor Standards Consists of Three Sections:

1. Wage and Hour Section
2. On-Site Workplace Safety and Health Consultation Program
3. Mine and Cave Safety and Health Program

Labor Standards' Wage and Hour Section helps Missourians get correct information regarding wages, work hours, vacations, lunches, hiring and more. Employers and employees are provided information on their workplace rights and responsibilities.

The Wage and Hour Section also administers Missouri's child labor and prevailing wage laws. They help employers ensure children's safety, health, morals, educational processes and general well being. In addition, the Division is responsible for compiling wage surveys and conducts wage investigations to ensure the prevailing wage law is followed.

The Division's On-Site Workplace Safety and Mine and Cave Safety programs strive to reduce work-related injuries, illnesses and fatalities by educating and training employers and employees on their rights and responsibilities under Missouri, or relevant, labor laws. The Division performs consultations and inspections of work sites, during which division employees identify job hazards. The Division's programs help Missouri's children, employers and employees participate in healthful and profitable working and educational experiences. The On-Site Workplace Safety and Health Consultation Program provides free, on-site safety and health consultations for Missouri employers with up to 250 employees.

PROGRAM REVIEW



State Board of Mediation

3315 West Truman Boulevard

PO Box 591

Jefferson City, MO 65102-0591

Telephone: (573) 751-3614

Fax: (573) 751-0215

Home page: www.dolir.state.mo.us/sbm

The State Board of Mediation is a five-member panel directly administering the Public Sector Labor Law, which covers many public employees who seek union representation.

Under the law, public bodies or their designated representatives meet and discuss proposals concerning working conditions with a labor or employee organization, which serves as the exclusive bargaining representative for the employees.

The Board primarily determines an appropriate bargaining unit of employees based on whether or not they share interests. Also, it determines majority representative status by conducting a secret ballot election.

Other functions of the Board include assisting with questions concerning public employee bargaining and providing services in establishing labor management committees within public bodies.

Division of Workers' Compensation

3315 West Truman Boulevard

PO Box 58

Jefferson City, MO 65102-0058

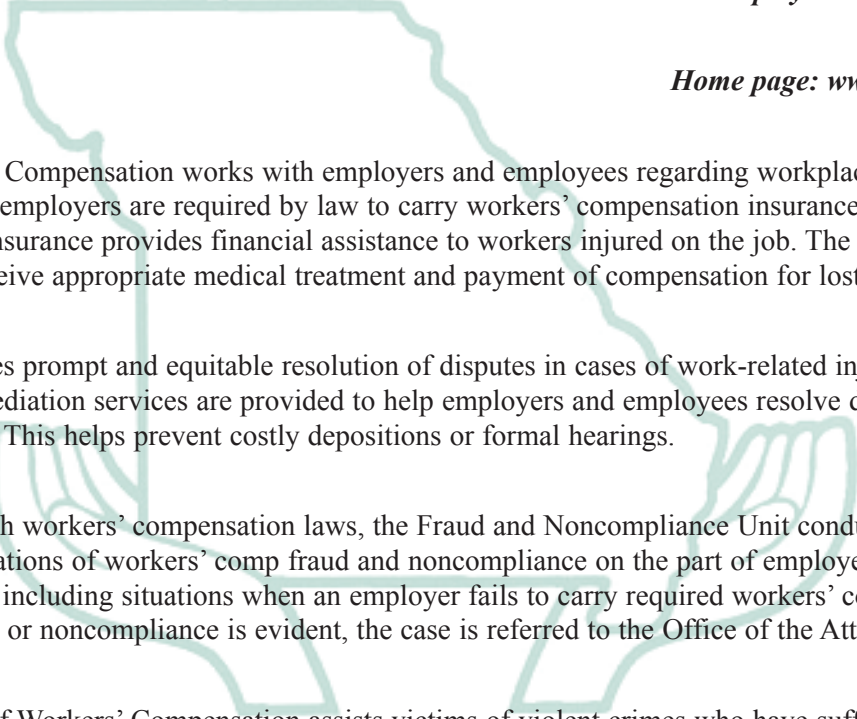
Telephone: (573) 751-4231

Employee Hotline: (800) 775-2667

Employer Hotline: (888) 837-6069

Fax: (573) 751-2012

Home page: www.dolir.state.mo.us/wc



The Division of Workers' Compensation works with employers and employees regarding workplace injuries and illnesses. Many Missouri employers are required by law to carry workers' compensation insurance for employees. Workers' compensation insurance provides financial assistance to workers injured on the job. The Division helps ensure those injured workers receive appropriate medical treatment and payment of compensation for lost wages.

The Division also provides prompt and equitable resolution of disputes in cases of work-related injuries and occupational diseases. Mediation services are provided to help employers and employees resolve disputes about medical treatment and lost wages. This helps prevent costly depositions or formal hearings.

To ensure compliance with workers' compensation laws, the Fraud and Noncompliance Unit conducts confidential investigations of all allegations of workers' comp fraud and noncompliance on the part of employees, healthcare providers and employers, including situations when an employer fails to carry required workers' compensation insurance (noncompliance). If fraud or noncompliance is evident, the case is referred to the Office of the Attorney General.

In addition, the Division of Workers' Compensation assists victims of violent crimes who have suffered physical injury as a result of a crime. Dependents of deceased crime victims also receive benefits.

PROGRAM REVIEW



Division of Employment Security

421 East Dunklin Street

PO Box 59

Jefferson City, MO 65104-0059

Telephone: (573) 751-3215

Fax: (573) 751-4945

Home page: www.dolir.state.mo.us/es

Unemployment Insurance programs provide partial protection for workers against loss of wages during periods of involuntary unemployment. The benefits paid to insured workers bolster the economy of the state during periods of economic recession by helping maintain the level of consumer purchasing power.

The Division of Employment Security provides payment of unemployment insurance benefits to workers who become unemployed through no fault of their own. Eligible individuals may qualify for up to 26 weeks of unemployment compensation. One goal of the Division is to promptly supply payments of unemployment benefits to eligible claimants. Individuals may file claims by telephone or via the Internet.

Payment of benefits under the regular program are made from a trust fund supported by contributions from private for-profit employers and payments by certain government and nonprofit employers who reimburse in lieu of paying contributions. No part of the contribution is deducted from a worker's wages.

The Division collects contributions paid by Missouri employers for the payment of weekly unemployment benefits to qualified claimants. The Division of Employment Security ensures that employers are reporting their workers' wages and paying the correct contributions on those wages.

An independent appeals tribunal hears and decides appeals arising from determinations made by Division of Employment Security deputies in unemployment benefits cases. Referees conduct hearings and issue written decisions in regular unemployment insurance benefit appeals, appeals involving the tax liability of an employer and other, special unemployment insurance programs.

PROGRAM REVIEW



Governor's Council on Disability

3315 West Truman Boulevard

PO Box 1668

Jefferson City, MO 65102-1668

Telephone: (573) 751-2600

Fax: (573) 526-4109

Toll-free: (800) 877-8249

Home page: www.dolir.state.mo.us/gcd

The Governor's Council on Disability focuses on creating a climate in which all Missourians with and without disabilities have equal access to employment opportunities.

The Council promotes the full participation of the nearly one million Missourians with disabilities in all aspects of community life by educating employers and employees of their rights and responsibilities under the Americans with Disabilities Act. Council staff also conducts educational seminars and on-site training programs, and presents an annual conference on disability issues.

The council also publishes a newsletter, a resource directory and informational brochures on topics relating to people with disabilities, including information about compliance with the Americans with Disabilities Act and how to use assistive technology to maximize the productivity of people with disabilities.

The Council offers assistance to other state agencies for compliance with all laws regarding persons with disabilities. It maintains communication with disability advocates and service providers to disseminate information and receive feedback on problems affecting people with disabilities in order to recommend policy improvements. The Council aims to promote positive images and protect persons with disabilities through equal access to services and employment opportunities.

PROGRAM REVIEW



Commission on Human Rights

3315 West Truman Boulevard

PO Box 1129

Jefferson City, MO 65102-1129

Toll Free Discrimination Hotline: (877) 781-4236

Telephone: (573) 751-3325

Fax: (573) 751-2905

Home page: www.dolir.state.mo.us/shr

The Commission on Human Rights provides equitable and timely resolutions of discrimination claims through enforcement of the Missouri Human Rights Act. It develops, recommends and implements ways to prevent and eliminate discrimination in the workplace, public accommodations and housing. Discrimination can be based on race, color, religion, national origin, ancestry, sex, physical/mental disability, age and familial status.

Any person has the right to file a written complaint of unlawful discrimination with the Commission on Human Rights. The Commission reviews and investigates the complaint and makes a determination whether there is probable cause to believe discrimination has occurred. If discrimination is found, conciliation is attempted. If the complaint is not resolved in conciliation, a public hearing may take place to adjudicate the matter.

The Commission also offers training to public and private employers, organized groups, school districts and housing providers on topics such as sexual harassment prevention, cultural sensitivity, disability sensitivity and fair housing information.

FINANCIAL APPROPRIATION SUMMARY

FISCAL YEAR 2002

<u>Division</u>	<u>Total Appropriation</u>
Director and Staff	\$18,487,909.00
Labor and Industrial Relations Commission	896,370.00
Division of Employment Security	48,401,553.00
Division of Labor Standards	3,311,429.00
Division of Workers' Compensation	44,591,553.00
Governor's Council on Disability	5,146,131.00
Missouri Commission on Human Rights	2,374,116.00
State Board of Mediation	161,022.00
Total	\$123,370,083.00



Missouri Department of Labor and Industrial Relations

3315 West Truman Boulevard
PO Box 504
Jefferson City, MO 65102-0504

Telephone: (573) 751-9691
Fax: (573) 751-4135
Home page: www.dolir.state.mo.us